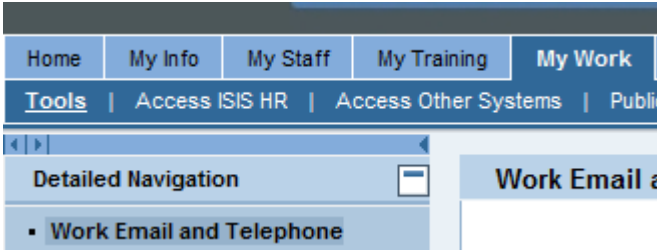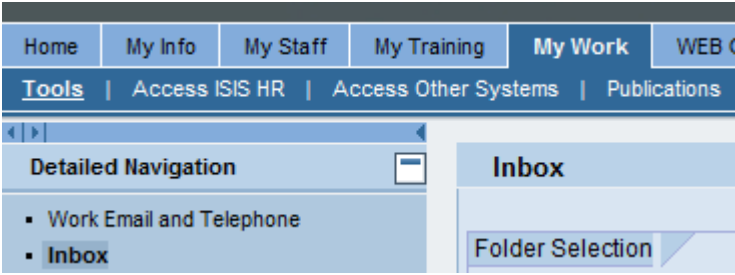# Learning Solution and Email

Both <u>Correspondence</u> (e,g., Booking Notices, Course Change/Cancellation notices, etc.) and <u>Workflow</u> (Approval Requests) are emailed to the Learner and/or their Supervisor, as appropriate. These communications are also sent to the LEO > My Work > Inbox and can be viewed there as well.

Please note that answers below will vary based on Person type, so review carefully.

Person Object (P ids) (Example: LaGov Agency employees)	**External Person (H ids)**	
	Type: **Classified** or **Unclassified** (Example: LSU, Southeastern, Nichols employees)	Type: **Contractor, Other, CPTP Fee Basis**
Where is Email address stored? Employee's Communication Record - Infotype:105, subtype 0010	**Where is Email address stored?** Org Management / External Person record	**Where is Email address stored?** Org Management / External Person record
How is email address updated? • Employee can update via LEO > My Work > Work Email and Telephone iview • Training Coordinator and/or Employee Administrator security roles can create/update this value. • Agencies that have few or no email addresses stored currently in LaGov can contact DOA-OIS-LAGOV-ENTERPRISESOLUTIONS@la.gov to discuss a one-time mass update option.	**How is email address updated?** • Dept. of State Civil Service will collect email values from Non LaGov agencies and work with OIS to do a one-time mass upload to employee records immediately prior to the 11/01/11 Go Live. • Training Coordinators can create/update email values. • No current update access is available for Non LaGov employees.	**How is email address updated?** • Training Coordinators can create/update email values. Email address must be provided by the person themselves since they are likely not a state employee. • No current update access is available for Non LaGov persons.

Person Object (P ids) (Example: LaGov Agency employees)	External Person (H ids)	
	Type: **Classified** or **Unclassified** (Example: LSU, Southeastern, Nichols employees)	Type: **Contractor, Other, CPTP Fee Basis**
What report can be run to check for missing email addresses? Communication Report (ZP152) Select Variant = /LSOEMAIL. Enter Personnel area(s) you are responsible for checking and then Execute.	**What report can be run to check for missing email addresses?** External Person Report (ZP208) Enter Personnel area(s) you are responsible for checking and then Execute.	**What report can be run to check for missing email addresses?** External Person Report (ZP208) Enter Personnel area(s) you are responsible for checking and then Execute.
What if employee does NOT have a work email account? Enter, instead, an Email Group name – for example, a Training Group email address. This email group will receive all training-related correspondence for this individual and someone in the group would then be responsible for communicating this necessary training-related information to that individual.	**What if employee does NOT have a work email account?** Enter, instead, an Email Group name – for example, a Training Group email address. This email group will receive all training-related correspondence for this individual and someone in the group would then be responsible for communicating this necessary training-related information to that individual.	**What if person does NOT have a State email account?** Enter a work email address as supplied by the individual. If not available, then substitute an Email Group name – for example, a Training Group email address. This email group will receive all training-related correspondence for this individual and someone in the group would then be responsible for communicating this necessary training-related information to that individual.

Person Object (P ids) (Example: LaGov Agency employees)	External Person (H ids)	
	Type: **Classified** or **Unclassified** (Example: LSU, Southeastern, Nichols employees)	Type: **Contractor, Other, CPTP Fee Basis**
What happens if email address is blank? Workflows or Correspondence can be viewed through LEO > My Work > Inbox. However no notification will occur when a new item is added to the Inbox. 	**What happens if email address is blank?** Workflows or Correspondence can be viewed through LEO > My Work > Inbox. However no notification will occur when a new item is added to the Inbox.	**What happens if email address is blank?** Workflows or Correspondence can be viewed through LEO > My Work > Inbox. However no notification will occur when a new item is added to the Inbox.
What happens if email address is invalid – incorrect format for address or address does not exist (undeliverable)? Invalid email addresses will reject to a mailbox that is monitored by the DOA-OIS LaGov Enterprise Solution team. Rejects will be forwarded to CPTP_MAIL@LA.GOV	**What happens if email address is invalid – incorrect format for address or address does not exist (undeliverable)?** Invalid email addresses will reject to a mailbox that is monitored by the DOA-OIS LaGov Enterprise Solution team. Rejects will be forwarded to CPTP_MAIL@LA.GOV	**What happens if email address is invalid – incorrect format for address or address does not exist (undeliverable)?** Invalid email addresses will reject to a mailbox that is monitored by the DOA-OIS LaGov Enterprise Solution team. Rejects will be forwarded to CPTP_MAIL@LA.GOV